



**STATE OF TENNESSEE
DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES**

**REQUEST FOR INFORMATION
FOR
ENABLING TECHNOLOGY QUICK DEPLOYMENT KIT**

**RFI # 34401-99182
6/11/2019**

STATEMENT OF PURPOSE:

1. The State of Tennessee, Department of Intellectual and Developmental Disabilities ("DIDD") issues this Request for Information ("RFI") for the purpose of gathering information for the development of a solicitation for enabling technology for the displacement prevention initiative. We appreciate your input and participation in this process.

2. BACKGROUND:

DIDD is seeking input for its Displacement Prevention Initiative that utilizes enabling technology to support individuals to age in place and remain in their homes despite the loss of a family caregiver due to declining health or death. This entails the rapid deployment of enabling technology.

STATEMENT OF NEED:

DIDD is committed to preserving the independence of adults with intellectual and/or developmental disabilities by offering support to enable them to live in their own homes and communities. There are times when this commitment is challenged such as when family caregivers are no longer able to provide adequate support due to declining health or end of life issues. These events normally lead to crisis-driven solutions such as finding paid caregivers or alternative living arrangements.

Today, we have a third option, one that is not dependent on finding paid support in a challenging workforce/labor environment – and alternatively, significantly reduces the likelihood of displacement of someone from their home.

This new solution, the rapid deployment of enabling technology, is rarely reliant on paid caregivers and offers a way to not only preserve someone's life in their home, but also replaces learned

dependence with adaptation to an independent lifestyle supported by technology. While enabling technology solutions do not always negate the need for some paid caregivers, this approach does ensure that support options are considered from a perspective of independence from the very start of the service planning process. The timeframe from referral to installation is expected to be approximately 20 days. If it's determined that this timeframe places the person at risk, then respite arrangements will be sought by the person's individual support coordinator or case manager until the person's home is technologically readied.

PURPOSE:

- I. Establish a process that utilizes enabling technology to support individuals to age in place and remain in their homes.
- II. Define the technology and related crisis intervention options available to respond to the loss of a caregiver.
- III. Define the roles of key participants in this process.
- IV. Determine eligibility for enabling technology supports.
- V. Outline the training components for supporters and people receiving supports.

EXAMPLES OF A QUICK DEPLOYMENT KIT'S CONTENTS:

The following are examples of the enabling technologies that will be available in each region, as supplied by the designated technology vendor. This is not a complete list, but is illustrative of enabling technology possibilities to preserve individuals' independence and preferred lifestyles in their homes and communities.

- I. Video Doorbell - A video doorbell provides instant alerts to residents or remote caregivers when visitors press your video doorbell or trigger the built-in motion sensors. The video doorbell allows the resident (or remote caregiver) to answer the door from anywhere with two-way talk. The resident is able to see, hear, and speak to visitors through a smartphone, tablet, or personal computer, without having to open the door, adding extra safety and security.
- II. Automated Medication Dispenser - With a secure automated medication dispenser, individuals can access prescribed medicine without the concern of overmedicating or missing doses. The automated medication dispenser reminds the individual to take the appropriate medication as prescribed each day. The automated medication dispenser may also provide optional alerts if doses are delayed or missed. These alerts can be sent to the person supported to further promote their independence; as well as, to family members or caregivers for additional support and safety.

- III. Personal Emergency Response System ("PERS") or panic buttons - The Personal Emergency Response System uses a landline or cellular phone connection to notify a trained 24/7 remote support caregiver that assistance is needed. When help is needed, the individual can press a button on the pendant (available to wear on the wrist or as a necklace), or the "help" button on the base unit. Once notified, the trained 24/7 remote support caregiver will coordinate with designated responders (developmental support professional staff, family members, or other natural supports) in order to provide the appropriate level of assistance and support needed by the individual.
- IV. Smart Environmental Controls - Smart Environmental Controls enable individuals with limited mobility and dexterity to operate their home environment including lights, TVs, doors, thermostats, kitchen appliances, and more. Through the use of an iPad, individuals can use touch, switch, or voice to control and manage the smart devices in their home.
- V. Smart Home Assistant Devices - A Smart Home Assistant like the Amazon Echo can integrate itself with other smart home devices and can complete a number of tasks that some people might find hard to do as they age. A smart home assistant can play music, read books and place phone calls, all by voice command.
- VI. IOS and Android Pictorial and Video Modeling Apps - These encompass a variety of software applications or apps to assist individuals with everyday living skills. These apps can assist with organization skills, provide step-by-step instructions, help with daily reminders, and assist the person with traveling in their community. These apps help people overcome cognitive barriers to mainstream technology.
- VII. GPS Mobile Support Device - These devices use cellular voice and data networks to create a mobile PERS that provides real-time location in the event a person becomes lost or needs immediate help in their community. These devices can be worn as a pendant, watch, or a fob placed in a pocket.
- VIII. Automatic Stove Shut-off Devices - The automatic stove shut-off device can be set to automatically shut off a stove if an individual forgets. These devices can send alerts to designated caregivers for immediate support when needed. Caregivers can also have the option to remotely shut off the stove using their smart device if necessary.
- IX. Sensors - These sensors include contact sensors for doors, temperature extreme sensors, pressure mat, stove sensors, bed/chair occupancy sensor, enuresis sensor, epilepsy sensor, movement detector, and much more. Properly placed and programmed sensors in a person's home can provide verbal reminders to the individual and notify caregivers when a person needs support.
- X. Smart Smoke and Carbon Monoxide Alarms - Smart smoke and carbon monoxide alarms are able to talk to individuals using clear spoken messages in order to alert them of any dangers. The smart smoke and carbon monoxide alarms can also send notifications to designated responders developmental support professional staff, family members, or other natural supports) when triggered.

- XI. Remote Two-Way Video/Audio Supports - Support is provided through the use of an interactive, web-based system using speakers, microphones, and cameras in common areas of the home. These devices link each individual's home to remote caregivers who provide remote supported-living assistance. Caregivers are trained to support each individual's needs, to provide a customized and individualized service to each person we serve.

3. COMMUNICATIONS:

- 3.1. Please submit your response to this RFI to:

Jordan Mullinix
Department of Intellectual and Developmental Disabilities
315 Deaderick St., Nashville, TN 37243
p. 615-532-6535
Jordan.m.mullinix@tn.gov

- 3.2. Please feel free to contact the Department of Intellectual and Developmental Disabilities with any questions regarding this RFI. The main point of contact will be:

Harold Sloves
Department of Intellectual and Developmental Disabilities
315 Deaderick St., Nashville, TN 37243
p. 901 304-8386
Harold.Sloves@tn.gov

- 3.3. Please reference RFI # 34401-99182 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		6/11/2019
2.	RFI Response Deadline		6/25/2019

5. GENERAL INFORMATION:

- 5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.
- 5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other

procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

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TECHNICAL INFORMATIONAL FORM
1. RESPONDENT LEGAL ENTITY NAME:
2. RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3. Provide standard industry terminology and definitions for enabling technology services.
4. Provide a brief description of your level of expertise, experience, and ability to develop a Quick Deployment Kit. Please include a description of up to three (3) projects in which your company has implemented enabling technology enterprise-wide.
5. Provide technology options that should be included in a Quick Deployment Kit that is intended to provide a quick, stopgap technology solution until a person-centered technology plan can be developed and implemented.
6. Describe your proposed solution and your ability to meet the State's current expectations/requirements as described in this RFI. Please detail any modifications to the State's expectations you suggest to reduce cost or risk for the State and Contractor. What are the challenges with your approach? What have been the successes?
7. What other states do you currently have contracts providing similar scope of services? Please share, if willing, examples of other scope of services and requirements.
8. Provide a list of counties or regions of Tennessee you are interested in.
9. Provide a timeframe from referral to implementation on the Quick Deployment Kit.
10. Provide a timeframe from referral to retrieval (e.g. when equipment is no longer necessary) of the Quick Deployment Kit.
11. Provide the essential components of a Quick Deployment Kit. Are there optional components available?
12. Provide how the Quick Deployment Kits could be stored.
13. Provide information detailing who would be installing the Quick Deployment Kit.

14. Do you provide technology support/Help Desk?
15. Do you provide monitoring support after installation?

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2. Describe the typical price range for similar services or goods.
3. Please provide what are the largest cost drivers for services such as this implementation.
4. Provide the estimated cost per Quick Deployment Kit. Are there other costs the State should take into consideration?
5. What are the costs of support/helpdesk?

ADDITIONAL CONSIDERATIONS
1. Please provide input on alternative approaches or additional things to consider that might benefit the State: